



EMAIL-FOR-IATS

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*A Product of Professional
Software Consortium Inc*



Email-for-IATS

- Developed by PSC as an interface between IATS and MS Outlook
- Used to improve customer service by notifying the travelers that their travel claim has been settled
- Drastically reduces the time the traveler has to currently wait to acquire information about their settlement
- The IATS Settlement voucher is emailed, as an attachment to the traveler



Current Issues with Email- for-IATS

- Necessitates some additional workload requirements to maintain the IATS database
- Requires an substantial knowledge base for installation and maintenance



Additional Workload Requirements

- For offices with a substantial amount of TAD/TDY claims, it is a considerable task to update and maintain all email addresses if done all at once
- Can be Time consuming to rework incorrect or undeliverable email addresses



Installation and Maintenance

- G-6, S-6 has little to no knowledge of the IATS system or setup.
- Installation can be very difficult if errors occur
- Substantial knowledge of operating system required



Viable Solutions for Email-for-IATS

- Continue to use Email-for-IATS with workarounds for additional workload requirements
- Pay for additional upgrades for Email-for-IATS from PSC
- Develop, create, implement, and test an email program that can satisfy the disbursing/finance community



Best Solution

- Develop and implement an email program that will satisfy the disbursing/finance community by providing quality customer service and in accordance with the EMailForIATS Policy Letter dtd 18 Apr 02



RFL EMAIL Program

 **RFL Email Program**



RFL EMAIL Program

Your travel settlement is attached which is computed by the Integrated Automated Travel System. If you have any questions or concerns about this settlement please call your local administrative unit. The funds will be deposited in your account within 24-72 hours upon receipt of this email. If you received this settlement in error please notify the originator of this email. Testing.....||||

This program interfaces with the Global Address List (GAL)

Browse...

Add Personal Email

Modify Body Text

☒ Unresolved Addresses

☐ Resolved Addresses

Exit



RFL Email Program

- Interfaces with global address list
- Printable unresolved and resolved email listings
- Simple installation and program maintenance
- Quick and easy personal email address input



Adding Personal Email Addresses

- **Program will show all personal email addresses that are currently in the database.**

Personal Email Addresses---Record Count : 5

SSN

Member's Name

Member's Email Address

	SSN	MEMBER'S NAME	MEMBER'S EMAIL
	111111111	I. M. Testing1	testing@testing.com
	222222222	I. M. Testing2	testing@testing.com
	333333333	I. M. Testing3	testing@testing.com
▶	223222222	I. M. Testing223	testing@testing.com
*			



Adding Personal Email Address

**Upon typing
SSN, program
will search
database for
Member. If
no Member is
found then
input correct
email
information**

Personal Email Addresses---Record Count : 5

SSN

Member's Name

Member's Email Address

	SSN	MEMBER'S NAME	MEMBER'S EMAIL
▶	22222222	I. M. Testing2	testing@testing.com
	22322222	I. M. Testing223	testing@testing.com
*			



Unresolved Email Addresses

- **The traveler recently PCS'd and has two email addresses in the global address list, one from the new unit and one from the old.**
- **The combination of the traveler's last name, first name, and middle initial is not unique in the global address list. For example if there are more than one doejd in the system then the program will not resolve an email address.**
- **IATS voucher settlement does not have a full first name, no middle initial, or correct spelling of the traveler's name.**
- **The email address in the global address list does not follow the standard email address properties, i.e. Last name-first initial-middle initial.**



Managing Unresolved Addresses?

- If the traveler is a recurring traveler then the disbursing/finance office may opt to input the travelers email address in the personal email database.



Questions???

